CAPILANO UNIVERSITY

COURSE OUTLINE		
TERM: Fall 2024	**COURSE NO: CMNS 100**	
INSTRUCTOR:	**COURSE TITLE: Introduction to Workplace Communication**	
OFFICE: **LOCAL:** **E-MAIL:** @capilanou.ca	**SECTION NO(S):**	**CREDITS: 3.0**
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University acknowledges with respect the Lil̓wat7úl (Lil'wat), xʷməθkʷəy̓əm (Musqueam), shíshálh (Sechelt), Sḵwx̱wú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) people on whose territories our campuses are located.

COURSE FORMAT
Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams. May be delivered in mixed mode or online format.

COURSE PREREQUISITES/COREQUISITES
None

CALENDAR DESCRIPTION
This course is designed to equip students with the skills to write clear, well-organized correspondence and workplace documents for ongoing professional development and academic success in applied courses; explore effective writing styles, strengthen clarity and build confidence in their written communication; enhance their ability to read their own written work critically and edit it to a standard appropriate for a professional workplace; create and organize a career portfolio for a positive on-line presence and for networking and future career-building and to devise, polish and deliver effective short presentations appropriate for workplace peers and managers.

REQUIRED TEXTS AND/OR RESOURCES
Specific texts, resources and technology will vary depending on term and instructor. The course may make use of an assigned textbook, instructor-prepared courseware or readings made available as Open Educational Resources (OER).

COURSE STUDENT LEARNING OUTCOMES
On successful completion of this course, students will be able to do the following:

1. recognize the importance of written correspondence in various workplace scenarios,

2. create an effective career portfolio including a resume and cover letter related to an area of practice, career objective, or interest;
3. identify persuasive writing in a report or proposal supported by research related to relevant communication and workplace practice;
4. deliver effective and organized presentations;
5. display competence in standard English usage including grammar, punctuation and diction.
6. identify professional communication skills including active listening and asking questions in the workplace.

COURSE CONTENT

Introduction to Effective Communication: An overview of the importance of effective communication in business and professional contexts. Discussion on the use of Generative AI in the workplace. (2 weeks)

Business Writing Essentials: Exploring the fundamentals of writing short business documents and correspondence, emphasizing clarity, conciseness, and professionalism. (1 week)

Creating a Career Portfolio: Understanding the purpose and components of a career portfolio, including resumes and cover letters. (2 weeks)

Persuasive Writing and Research: Learning techniques to write persuasive reports or proposals related to communication and workplace practices. (2 weeks)

Effective Oral Presentations: Developing skills to deliver organized and engaging oral presentations, including structuring content, using visual aids, and engaging the audience. (2 weeks)

Active Listening and Questioning Techniques: Practicing active listening skills and effective questioning techniques to enhance communication and understanding. (2 weeks)

Standard English Usage: Focusing on grammar, syntax, mechanics, and diction to ensure competence in standard English usage, which is essential for professional communication. (2 weeks)

Final Exam Period (Week 14/15)

EVALUATION PROFILE

Assessment	Percentage of grade	Learning outcome
Correspondence	15%	1,5
Career Portfolio Resume 10% Cover letter 10%	20%	2,5
Report or proposal	20%	3,5
Digital communication	15%	1,5

Poster or slide presentation	15%	4,5,6
Proposal or Report Topic memo	5%	1,5
Professionalism	10%	5,6
Total	100%	

Professionalism grades are based on the consistency, quality, and frequency of contributions to class discussions. Consistency means attending every class, maintaining a positive and respectful presence in the classroom, and actively contributing to discussions on a regular basis. Quality means demonstrating respect for peers and their contributions, listening attentively during lectures and when other students are speaking, and participating in all activities with an open and inquisitive mind.

GRADING PROFILE

A+	= 90-100	B+	= 77-79	C+	= 67-69	D	= 50-59
A	= 85-89	B	= 73-76	C	= 63-66	F	= 0-49
A-	= 80-84	B-	= 70-72	C-	= 60-62		

Incomplete Grades
Grades of Incomplete "I" are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments
Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late, please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.
Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor.
*** Accommodations can be made to honour community needs and traditional practices.

Attendance
Students are expected to attend all classes and associated activities.

English Usage
Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices
Students may use electronic devices during class for note taking only.

On-line Communication
Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students' Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS

Tools for Success
Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: https://www.capilanou.ca/student-services/

Capilano University Security: download the CapU Mobile Safety App

Policy Statement (S2009-06)
Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)
Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information:
https://www.capilanou.ca/about-capu/governance/policies/

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:
- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:
- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

> Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page https://www.capilanou.ca/about-capu/governance/policies/)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.